

Keeping an eye on older neighbors

hat do the following people have in common — electrical and natural gas workers, cable installers, bus drivers, bank tellers, apartment managers, county property appraisers, and code enforcement people?

They all come in contact with older adults through their everyday work activities. Ray Raschko, with Spokane Mental Health, took advantage of this relationship in 1979 and developed the Gatekeeper Model of case finding.

Gatekeepers — employees of corporations, businesses and other organizations — are trained to identify older adults in the community who may need assistance.

Some of these older adults, many of whom live alone, experience problems that place them at risk of hospitalization, nursing home placement, even death. However, many older adults are unwilling or unable to seek help when they need it or have no one to seek help for them.

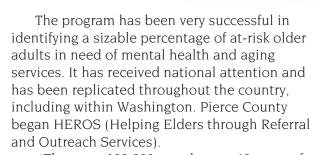
"Our systems are very passive," said Raschko. "People are expected to reach out and ask for help, but often older adults don't understand what's happening to them." Gatekeepers can fill this role by lending a watchful eye as non-traditional communitybased referral sources.

Gatekeepers are trained by Raschko and others with expertise in mental health and aging to identify signs and symptoms that indicate a person may need help including: feelings of depression, talk of suicide, memory problems, behavioral changes, unkempt personal appearance, a home in

disrepair, and social isolation. Gatekeepers learn where and how to make a referral for someone who appears to need assistance.

As part of the program, Spokane Mental Health and Aging and Long Term Care of Eastern Washington have a blended system in place to respond to these referrals.

Older adults are less inclined to seek out help and often don't know where to look when they do.



"There are 100,000 people over 60 years of age living in Pierce County and about one-third of them live alone, placing them at high risk," said John Piacitelli, Mental Health Division program administrator for Elderly Services and the Washington Institute for Mental Illness Research and Training. Under the auspices of the Mental Health Division, Piacitelli and Dr. Julie Jensen, a services researcher at the Institute, applied for a federal community action grant from the Center for Mental Health Services Branch of the National Institutes of Health. They were recently awarded \$150,000 for one year to provide technical assistance and training to 10 Regional Support Networks to adopt Gatekeeper-style programs. Of the 20 grants awarded, the Washington grant was the only one that

focused on the older adult population.

The Washington Institute is a consortium of state government, state colleges and universities that conducts training, research, and clinical program development of direct benefit to mentally ill persons. It is located at Western State Hospital in Lakewood.

Participating regions receive staff grants to hire part-time coordinators who will be responsible for building consensus among the mental health and aging community to adopt the Gatekeeper model to meet their unique service system needs.

(Continued on page 5)

Inside

Parenting skills for foster parents online	. 2
Providing juveniles with excellence	. 3
Stepping up to the Year 2000 challenge	. 5
All about your co-workers	6

A trip to McDonalds is not routine for these kids

here's not a kid in America that hasn't been to McDonalds, right? Wrong. For some of the children touched by the Division of Children and Family Services (DCFS), it's a rare or non-existent treat.

Children come into the care of the Aberdeen DCFS office for a number of reasons: removal from their home and temporary placement, being transported from one location to another, visitation, and more. But when they are in state care, the social workers have vowed they never are sent to a receiving home hungry.

"We always tried to take the child to a nice place to eat," said Russ Sonmore, formerly a social worker with the Aberdeen office and now the Region 6 contracts manager. "We really try our best to make something positive out of a pretty negative experience."

Sonmore, who worked with adolescents and teens, noticed that the kids really preferred going someplace like Burger King or McDonalds to a nice restaurant.

So he met with the owner of the local Burger King who quickly agreed to provide free meals to children who were accompanied by local social workers.

The next step was to get the local McDonalds to also participate. Sonmore met with Julianne Hanner, who thought it was a

(Continued on page 2)

The News Connection

DSHS Communications PO Box 45110 Olympia, WA 98504-5110 BULK RATE U.S. POSTAGE PAID Olympia, Washington Permit 297

by Lyle Quasim



Everyone comes to work with the desire to do a good job... Each month I meet with my management team: the assis-

tant secretaries and division directors. I want to share with you some serious questions we considered at our last meeting that challenge how we work with and support our employees. And I want to share how I feel about these issues. We asked ourselves:

1. How do we support, encourage and recognize our employees in ways that build an environment that values people as resources?

2. How do we enable risk-taking by our employees in a public agency that is in the fishbowl of public attention?

Part of my management philosophy is to not arbitrarily substitute my opinion for the opinion of the people that work for me. I believe that the people who do the work are the best people to make the decisions. When decision-making reaches my desk, I keep in mind the general policies and budget constraints of the department. I usually don't override others' decisions unless they fail to fit these parameters.

We should also create an environment that allows shared decision-making when possible. That model utilizes the skills and abilities of the largest number of our employees and we should be committed to a training program that meets both staff and organizational needs.

Part of growing and improving services requires risk-taking. A manager at the executive level knows that I do not expect perfection and that from time to time mistakes will be made. As long as employees demonstrate the ability to learn from mistakes and not repeat them, I will support their endeavors.

I believe that employees should receive immediate feedback in order to grow from their experiences, and I want leaders on all levels of this department, including managers, section heads, unit heads, supervisors, lead workers, and front-line workers, to support, encourage, recognize, and reward the people with whom they work.

For us to continue to meet the ever-changing demands and needs of the people of Washington, we must manage by these principles.

Web site has parenting skills training for foster parents and others

n interactive training program for foster parents recently received third place in the prestigious TelCon Awards for Instructional Distance Learning on the Internet

The site is the result of innovative teamwork by staff in the DSHS Foster Parent Program, DIS' Washington Interactive Technologies and foster parents. Slated on the fast track, the planning for the site began last May, going online in September.

"This project took a lot of cooperation between our staff, DIS and foster parents," said Sharon Newcomer, Foster Parent Training program manager. "Kay Gedrose, a foster parent trainer from the Vancouver office, was the key staff person on this project."

The primary purpose of the site is to provide foster parents across the state with 24- hour access to information on parenting skills, child development and discipline.

"The content of the site is based on the training foster parents receive in the Fosterparentscope training. It also contains information on other subjects foster parents said they want to know more about," Newcomer explained. Foster parents should to take the 60-hour Fosterparentscope training within one year of becoming licensed foster parents.

The Interactive Parent Training section was developed by an education specialist to provide fun and easy learning on child development and child rearing. Illustrated with colorful cartoon characters, the site has fun tests at the end of each section that provide instant and positive reinforcement.

"What made this site awardwinning are the interactive games and tests where parents can go

back and forth between the questions and the training and learning is immediately positively reinforced," said Newcomer. The third place honor was given by Telcom, the world's largest conference and trade show on teleconferencing (including audio-, video-, data-,

desktop-, satellite-, cable-, Internet-. Intranet-, and Webconferencing) applied to corporate collaborative workgroups, distance learning and training. information dissemination. and telemedicine applications.

"The teamwork between

managers, trainers, staff in the Department of Information Systems, the Division of Community Relations, and the technology subcontractors was key to our project," said Newcomer.

The parenting lessons cover Child Development, Discipline and Punishment, Ruling the Roost, Exploring Alternatives, Natural and Logical Consequences, Modifying the Environment, and The Dope on Drugs.

The creators of the site believe that children living in foster homes will be the primary beneficiaries of the training program as foster parents learn better communication skills, positive discipline and understanding of child develop-

In addition to foster parents, other parents will find valuable information with development charts to check their child's

progress and learn positive parenting skills.

"When parents and foster parents learn good parenting skills, less children are placed in foster care, children become more stable in their placement, and fewer children are moved from one

foster placement to another," said Newcomer.

The site also includes a directory of Foster Parent Licensing staff and local and state foster parents associations; a calendar of regional training and orientation meetings; laws, Washington Administration Codes, and policies related to foster care: a newsletter on foster care licensing issues; profiles of

outstanding foster parents; and a training exchange bulletin.

There is a feedback and evaluation section. One very welcome but unexpected feedback comment came from a father who uses American sign language and is interested in being a foster dad to a child with hearing-impairment.

"Foster parents are very busy people," said Newcomer. "They don't always have time to attend workshops during the day. With this site, parents can access our training and learn at times convenient for them."

The Foster Parent Program is marketing the site to foster parents and other state agencies through flyers, posters and a nineminute overview video.

The Foster Parent Training Program site is at http:// www.wa.gov/dshs/fosterparents

A hamburger and a break from problems

(Continued from page 1)

great idea. And the good news was, she owns five McDonalds in the Gray's Harbor/Pacific Counties area, all of which now provide free meals to the youngsters.

"For some of the families I worked with, a trip to McDonalds was the equivalent of a trip to Disneyland," said Sonmore. One young boy he took to McDonalds was then sent to Eastern Washington. When Sonmore visited him the boy had almost nothing on the walls of his room. But he did have

a postcard from the time Sonmore back. Sonmore is working to took him to a restaurant.

"I asked why he kept it and he said that was the only time in his life he had ever been in a restaurant," Sonmore said.

Sonmore and the fast-food restaurant owners have worked out a process to ensure the confidentiality of the children in care. The social worker and youth order the meal and the social worker leaves his/her business card, writing the number of children receiving the free meal and the date on the

streamline the process.

"I want to make sure there is as little paperwork as possible,"

For the future, "If this works well, the owner and I plan to go to McDonalds franchise owners throughout Region 6 to set up other programs," he said.

"In these trips to Burger King and McDonalds, the problems in their lives don't change but at least for a few minutes they're able to just be kids."

The News Connection is published monthly by the Department of Social & Health Services for its staff and friends. Send questions, comments or ideas to the Editor, **The News Connection**, Mailstop 45110, (360) 902-7825, e-mail ihopman@dshs.wa.gov. Anyone

wishing to be added to or removed from the mailing list may write to **The News Connection** Editor, P.O. Box 45110, Olympia, WA 98504. Articles may be reprinted if credit is given to **The News Connection**, the Department of Social & Health Services, and the writer.

SECRETARY, Lyle Quasim • DIRECTOR OF COMMUNITY RELATIONS, Dave Black • EDITOR, Irenne Hopman • DESIGN, Publications Mgmt.

The mission of DSHS is to improve the quality of life for individuals and families in need. We will help people achieve safe, selfsufficient, healthy and secure lives.



Juvenile Rehabilitation Administration

MISSION STATEMENT — TO PROVIDE A CONTINUUM OF PREVENTATIVE, REHABILITATIVE, RESIDENTIAL

AND TRANSITION PROGRAMS FOR JUVENILE OFFENDERS THAT HOLDS THEM ACCOUNTABLE FOR THEIR CRIMES, PRO-

TECTS THE PUBLIC AND REDUCES REPETITIVE CRIMINAL BEHAVIOR.



SID SIDOROWICZ
ASSISTANT SECRETARY

WHERE QUALITY BEGINS

The 1,400 employees of the Juvenile Rehabilitation Administration distributed across six regions, six institutions, seven state group homes and the Basic Training Camp, provide services to juvenile offenders with a broad array of constantly changing needs and characteristics. With an ear to public concerns, our staff adapt and evaluate programs that prepare youth for safe and responsible living. Improving the quality of service at the point of delivery is their goal. Balancing service consistency with flexibility and evaluating intervention effectiveness is always their challenge.

It is within this context that the Juvenile Rehabilitation Administration has initiated the Quality Improvement effort, with focus on four principles:

- Customer Identification and Focus
- Employee Involvement
- PROCESS IMPROVEMENTPERFORMANCE MEASUREMENT
- With these principles in mind, we have started our work along two parallel tracks. One track involves evaluating and supporting previously initiated efforts to improve services, and expanding awareness in those efforts to include the four Quality Improvement principles listed above. The other track, being developed simultaneously, involves creating an

agency structure in which to apply and maintain these Quality Improvement principles into all areas of our work.



Members of the Juvenile Rehabilitation Management Team are (left to right) Robin Cummings, office chief of Community Programs, Cheryl Reule, acting office chief for Operations Support Services, Jerry Minaker, office chief of Institutions Programs, and (seated) Rebecca Sayan administrator of Diversity and Training Programs.

EVALUATING CURRENT PROCESS

With service locations spread across the state, several of our current improvement projects have been focused on Process Improvement and Performance Measurement.

The Information Services Advisory Group chaired by David Guthman, JRA Information Systems manager, is made up of one representative from each of the institutions and regions and is charged with development and implementation of local and wide-area computer networks so that our service locations can communicate with each other more efficiently. The project is on schedule and due to be completed in January of 1998.

In Region 1, the Intensive Parole Pilot Project is being conducted. This project is currently funded through a federal grant administered by the Governor's Juvenile Justice Advisory Committee and is coordinated by JRA Program Manager Bob Salsbury. The purpose of this effort is to evaluate the effectiveness of intensive services applied to those youth identified as most at-risk to re-offend when they return to their home communities from an institution or group home. Project tasks have included development of a Risk and Needs Assessment and comparison of client outcomes for project and control groups.

Two of our institutions — Green Hill School and Echo Glen Children's Center — are pursuing American Correctional Association accreditation. ACA has a national reputation for establishing institution standards and providing consultation for systems change. The Green Hill project is slated for a Fall of 1999 implementation following the opening of two new cottages on campus. Echo Glen is currently completing their comprehensive self-evaluation and expects to achieve accreditation in December 1998.

For the last two years representatives from across JRA have participated in a project to develop and implement a Competency-based Rehabilitative Treatment Model for institutions, group homes and parole. A pilot of this program will be run in January, with agencywide implementation slated for July. This model will provide guidance for program development and enable JRA staff to evaluate the effectiveness of service components.

The JRA Mental Health Oversight Committee, established in 1996, represents a collaboration of efforts by JRA administrative, direct care, and medical staff working with representatives from the University of Washington. The goal of this group has been to expand and improve mental health services to juvenile offenders and support collaboration with the Mental Health Division and community service providers. Customer feedback has been a critical factor in the success this committee has achieved.

CREATING A QUALITY IMPROVEMENT CULTURE

The Quality Improvement project "kick-off" occurred June 12, 1997 when the JRA Management Team was introduced to the basic concepts of process improvement and began to map out a plan for implementation. This meeting was facilitated by Rene Ewing, a Quality Consultant from Xerox, and helped to set the stage for future decisions.



Simplifying the rules

Regulatory Improvement in Juvenile Rehabilitation

At first glance, the focus on regulatory reform appeared to have little to do with the Juvenile Rehabilitation Administration (JRA). Regulation of businesses and the general public seemed to be a part of another world. Historically, JRA has not been a "regulatory" administration. Compared to other DSHS administrations, JRA has a small number of rules and the focus of our policies is to guide staff, volunteers, and contracted service providers in performing their duties. It soon became clear, however, that regulatory improvement would impact JRA and provide guidelines to enhance the way we do business

During an initial DSHS review, JRA was able to contribute to the list of rules that were identified as unnecessary and submitted for repeal. Now underway is the ongoing review of JRA rules and other issuances to ensure they are "clear, concise, easy to understand, effective, fair, necessary, and developed and adopted in compliance with state law."

This review has been expanded beyond issuances with regulatory or general public impact. Staff are identifying ways additional JRA policies and issuances can be written and implemented in an effective and timely manner using regulatory improvement requirements outlined in Governor Locke's and Secretary Quasim's Executive Orders

How we seek information from individuals and organizations outside of JRA has been another area of concentration. We are identifying core stakeholders to provide us with review and comment on

rules, policies, and other issuances. A separate group of stakeholders will be included in the review process based on subject matter. Methods to increase opportunities for additional public involvement are also being considered. Getting input from other DSHS administrations on how they are achieving these regulatory improvement requirements will continue to be a helpful part of the process.

Achieving administration goals through improving services to customers has been an ongoing focus for JRA. Integrating principles of quality improvement with regulatory improvement requirements has provided additional tools and incentive in this effort.

Within an administration with few rules to simplify, JRA is applying the guidelines of regulatory improvement to enhance our ability to achieve our goals. "Simplifying the rules" can serve to remind us that by applying these guidelines, we can positively impact the public, our clients, our stakeholders, and the way JRA does business.

Making sense of the rules

Under the direction of Secretary Lyle Quasim, all administrations are examining existing rules and determining which can be eliminated and simplifying those we need. For more information on hearings for proposed rule changes check out the Rules and Policies Assistance Unit Web pages at http://www.wa.gov/dshs.

More of quality efforts and achievements

To begin the Quality Improvement effort in JRA, representatives from agency management have been meeting weekly with the Quality Coordinator, forming a Quality Council to carefully monitor and support the project.

The JRA Quality Steering Committee was created in August and is made up of staff from all levels of JRA:

KEN BERGER, REGION 1 COMMUNITY RESIDENTIAL PLACEMENT COORDINATOR

CHERYL REULE, ACTING HQ OFFICE CHIEF, OPERATIONS SUPPORT SERVICES

DAN CATHERS, HQ COMPUTER INFORMATION CONSULTANT

CANDY CURL, HQ EDUCATIONAL ADMINISTRATOR

Jason Johnson, Registered Nurse, Maple Lane School

JUDY KENT, OFFICE ASSISTANT, NASELLE YOUTH CAMP

Randy Kimbler, Residential Supervisor, Parke Creek Group Home

Drew Melluzzo, Program Manager, Maple Lane School

STEPHANIE NOONE, SEX OFFENDER TREATMENT COORDINATOR, REGION 4 STEVE SERABALLS, JUVENILE REHABILITATION COUNSELOR, INDIAN RIDGE

SJAN TALBOT, PROGRAM MANAGER, REGION 5 PAROLE

Allie Thurman, Security Officer, Green Hill School

TRISH DYSON, ACTING QUALITY COORDINATOR

The Quality Steering Committee attended training in *Group Facilitation Methods*, and *Team Power*, through the Office of Organization and Employee Development. With new skills and enthusiasm, they launched themselves off into uncharted territory by evaluating agency needs and

strengths, developing recommendations for engaging all staff in training, and mapping the Quality Improvement efforts in the years ahead. They began by inviting representatives from the JRA oversight committees who presented their view of the agency's systems, roles and functions. What they learned allowed them to develop a recommended quality training plan for all of JRA, and to focus on communication at all levels in the organization as an area of process improvement

The recommendations of the Quality Steering Committee have been reviewed by the JRA Quality Council and have positively influenced the overwhelming process of deciding how to allocate resources for maximum benefit in the area of training. Members of the Quality Council have attended presentations by several private consulting/training groups and will review the offerings by organizations within state service that have long been developing training opportunities focused on Quality Improvement and Leadership. Final completion of the training plan will be a collaborative effort between the JRA Quality Council and the Quality Steering Committee.

Conclusion

Certain elements of the Quality Improvement project are not new to people working in the Juvenile Rehabilitation Administration. We are an agency accustomed to uninvited change and always striving to be prepared for new developments. We anticipate that our Quality Improvement efforts will assist us in identifying the best of what we do and preserving it, and will support a culture of adaptation that is cultivated from the point of service.



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Making progress on the Year 2000 challenge

hen Dec. 31, 1999 rolls around, many people throughout the nation and the world will be holding their breath to see if all their work succeeded. They will be asking, "Will the Year 2000 computer fixes work?'

When computers were originally designed and software developed, few expected early programs to last into the year 2000. Storage space on computer files was limited and very expensive, so the space for the year dates in the program only had two slots, e.g., 98 instead of 1998. But when the year 2000 occurs that means these old systems think we've gone back to 1900.

Two years ago, leaders in DSHS learned that the Social Service Payment System (SSPS), which issues public assistance checks and medical assistance coupons, was not Year 2000 compliant. The system would simply fail to work in mid-1998 unless serious efforts were taken to be ready.

One executive who understood the ramification of the problem early was Deputy Secretary Charley

"Because of Charley Reed's leadership, DSHS is one of the most advanced agencies within the state working to correct Year 2000 problems," said Kathy Rosmond, Year 2000 program office manager in the Information Systems Services Division.

"In fact, DSHS is receiving national attention for being as advanced in the effort as it is," she added.

"A committee of representatives from throughout DSHS identified 53 DSHS computer systems where there could be serious interruptions in our ability to serve our clients if nothing was done," said Rosmond.

Technical staff throughout DSHS are steadily moving ahead in correcting essential systems. A Steering Committee, which is part of the ISSD Customer Advisory Committee, resolves departmentwide policy issues, and a Year 2000 Task Force meets monthly to focus on the technical challenges. Executive sponsors of the program are Reed and Judy Schneider, director of ISSD.

In addition, progress reports are part of each administration's monthly program fiscal review meeting with Deputy Secretary

Statewide, the Governor's office, Office of Financial Management, and the Department of Information Services established a Year 2000 Risk Management Program to assist and monitor the progress of each state agency. This program is guided by an executive

steering committee consisting of all state agency deputy directors. Charley Reed represents DSHS.

The state Risk Management Project's first step was to check if agencies had identified their problem

areas, if their executive management was aware of and understood the problem, if they had targeted resources with the right people to work on the problem, and if their efforts were in the right direction.



September each agency's program was assessed based on 10 critical factors, according to Rosmond, and given a color code. Red meant there was a high risk of failure, yellow meant medium, and green meant low risk. DSHS received a green rating in all 10 areas.

While pleased with the result, Secretary Lyle Quasim cautioned, "We're out of the starting gates well, but we still have a race to

A more in-depth analysis of the readiness of agencies' individual programs is now underway. DSHS has seven projects being looked at, including SSPS and ACES, the computer system for Economic Services Administration.

"It's possible this time we will get some yellows," said Rosmond. "Getting a red (or yellow) doesn't mean you're managing your efforts poorly; it means there is a high or moderate risk the project will not complete the corrections on schedule.'

The third phase of the Risk Management Program will be ongoing assessments of projects that have been identified as high risk. This will continue up to Year 2000 and maybe beyond.

"DSHS leadership and staff commitment have put us in a good position to work on the

> problems," Rosmond said, "We are beginning to look at other areas that may have Year 2000 problems, such as building security systems, telephone PBXs, or hospital laboratory equipment."

On the wall outside the Secretary's office in the Executive wing of OB2 is a chart with a maze of strings that connect all the interfaces of concern. It totals 450. Slowly the strings are changing color from

red to green indicating the electronic links between systems are being tested and certified.

Rosmond gives credit for the department's progress to the people working on the various projects.

"We are very lucky to have the people working on this project that we do," said Rosmond. "There is great competition for people who understand this problem and have the skills to make corrections. Right now we have enough resources, but competition for these people will intensify over the next two years."

Once a system has Year 2000 concerns corrected, it is tested and certified compliant. Some of DSHS's systems are almost ready for certification. The SSPS system will have parallel testing of the old and corrected systems in March and April.

The Year 2000 program is now posting monthly progress reports on their Intranet site at http:// intra.dshs.wa.gov/Year2000/

For more information on the Year 2000 Program, contact Kathy Rosmond at (360) 902-7550 or email at rosmoka@dshs.wa.gov

The News **Connection** is online

The News Connection is available on the DSHS Internet home page. The address is http://

www.wa.gov/dshs In order to view the newsletter, which is a PDF (portable document format) file, you must have Adobe Acrobat Reader installed on your computer. It is free software. If you need assistance with this, contact your computer information consultant.



Each month throughout the year *The* News Connection will feature the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact Roberto Swain at (360) 586-2457, e-mail RSWAIN@dshs.wa.gov.

FEBRUARY

AFRICAN AMERICAN HISTORY MONTH

- **5** Crispus Attucks Day
- 11 Nelson Mandela Day
- **12** Lincoln's Birthday
- 14 St. Valentine's Day **15** Susan B. Anthony Day
- **16** President's Day
- 18 Chief Leschi Day
- **19** Day of Remembrance: Japanese American Internment
- **22** Washington's Birthday
- **25** Ash Wednesday
- **27** Dominican Republic Independence Day Brotherhood/Sisterhood Week (16th-20th)

MARCH

NATIONAL WOMEN'S HISTORY MONTH

- Lent Begins
- Ghana: Independence Day
- International Women's Day
- **10** Harriet Tubman Day
- **11** International Services Day
- **12** HOLI Hindu Spring Festival
- 16 Black Press Day
- **17** Ireland National Day
- **20** 1st Day of Spring 21 Bahai New Year
- **25** Global Understanding Day
- **27** China Youth Day
- 28 Czechoslovakia: Teacher's Day

Watching out for older adults

(Continued from page 1)

Piacitelli, Jensen, and Dr. Evelyn Florio from the Washington Institute, Eastern Branch, Spokane, make up the project staff. Raschko and representatives from the Pierce County HEROS program are consultants on the project.

"A big fear of a lot of people that live alone is that something will happen and they can't get help," said Raschko. He cited a story of a woman in Spokane who

hadn't taken in her mail for several days. The mail carrier, who had received Gatekeeper training, became concerned. He made a referral to summon help. She had had a stroke three days before and was barely alive.

She survived because the mail carrier was trained to be alert and knew where to call for help.

For more information on the grant contact Julie Jensen at (253) 756-3988.

Shared leave

Kurt Tolliver, office assistant senior for the Everett office of the Division of Children and Family Services, is in need of shared leave. Kurt was off earlier this year for a neck fusion operation, which was followed immediately by low back surgery. He has depleted all annual and sick leave and now must have another operation on his lower back. He is anticipating being off work for at least three months to fully recover. Any donations of shared leave would be greatly appreciated. For more information, contact Debbie Sheraton at (425) 339-4775.

Larry Sommer, a financial services specialist 3 with the Kennewick Community Services Office, is in need of shared leave. He has exhausted his medical leave and is without health insurance. He would appreciate any shared leave donations so he can activate his insurance. For more information, contact Mary Rumbolz at (509) 736-2877.

Wayne Durette, a financial supervisor in the Kent Community Service Office, is in need of shared leave. He was diagnosed with a brain tumor and needed surgery to remove it. He is currently receiving radiation and chemotherapy treatment and can only work half days. Treatment is expected to last into May. For more information, contact Janice Mahlen, at (253) 872-2690.

You may donate annual leave if you have over 80 hours. sick leave if you have over 480 hours, and/or your personal holiday. Contact your personnel officer to donate leave.

Farewell

Rafael C. Quinones, a security guard 1 with the Division of Children and Family Services Seattle office, died on Dec. 8, 1997. Rafael had nine years of service with the state.



Andersen, Bobbe J. 30 Yrs. Division of Client

Ankrum, Anna L. 25 Yrs. Aging & Adult Services Administration Holgate Office

Brandt, Roberta 22 Yrs. Eastern State Hospital

Cruz, Jaime E. 20 Yrs. Aging and Adult Services Administration

Hatcher, Bonnie

16 Yrs. Fircrest School

Manwiler, Warren 36 Yrs. Western State Hospital

McKee. Merle M. 10 Yrs. Medical Lake Plant Maintenance Services

Nickerson, James T. 24 Yrs. Information System Services Division

Paris, Maureen 26 Yrs. Fircrest School

Peirce, Elizabeth E. 30 Yrs. Division of Licensed Resources

Reid, Betty J. 29 Yrs. Lakeland Village

Revill, Fern L. 32 Yrs. Eastern State Hospital

Rupp, Patricia M. 25 Yrs. Lakeland Village

Thompson, Garland E. 6 Yrs. Lakeland Village

Watling, Thomas R. 18 Yrs. Special Commitment Center

These employees retired in November 1997

✓ Mark your calendar

Mark your calendar for the Third Annual Minority Health Summit on June 5, 1998 at the DoubleTree Hotel in SeaTac (formerly the Red Lion across from the airport).

For additional information, contact the Tacoma Urban League at 2550 South Yakima Ave., Tacoma 98405; (253) 383-3006 (voice) or (253) 383-4818 (fax).

Thank you

Vuong Nguyen, a language specialist with LIST (Language Interpreter Services) in Olympia, and his wife, Lien Tran from the Division of Child Support, would like to extend their thanks to their friends and state employees for their invaluable love and support. Vuong had 19 hours of brain surgeries in

September to repair a burst aneurysm. He has been discharged after two weeks of hospitalization. Your generous shared leave donations helped him recover steadily and return to work in November.

Tips on Fire Safety

- ☐ Plan two escape routes out of each room.
- Teach family members to stay low to the ground when escaping from a
- Teach family members never to open doors that are hot. In a fire, feel the bottom of the door with the palm of your hand. If it is hot, do not open the door. Find another way out.
- Install smoke detectors. Clean and test smoke detectors once a month. Change batteries at least once a year.
- Keep a whistle in each bedroom to awaken household members in case
- Purchase a fire extinguisher (5 lb., A-B-C type).
- Have a collapsible ladder on each upper floor of your house.
- Consider installing home sprinklers.

Courtesy of the Federal Emergency Management Agency and the American Red Cross



SERVICE MILESTONES

Region 1

- Rasley, Thomas Dearman, Sandra
- 10 Pfitzer, Daryl
- 10 Rogers, Shirley
- 15 Hopkins, Dela Thompson,
- Andrew 20 Behrens, Dianne
- 20 Clapp, Barbara 20 Rivers, Gladys

Region 2

- Alt, Melba
- Carrick, Lee C Jr.
- Gomez, Enedelia Cardwell, Harvey
- Cloninger, Sharon 15 Edmondson, Linda
- Lowry, Darlene
- Sutliff, Cindy Jo
- Whitney, Gerald 20 Turner, Helen

Region 3

- Bloom Billie
- Cates, Jill Leise, Roberta
- McHenry-Martin,
- 10 Connelly, G. Starr
- Darrough, Kathleen
- 10 Dionne, Cathy 10 Seholm, Debbie Lee
- 10 Witt, Martha 20 Welch, Susan
- 25 Lambeth, Pamela

Region 4

- Fedorova, Irina Johnson, Debbie
- Prellwitz, Judy
- See, Susan Dan Hansmeier.
- Patricia Lafleur, Roland
- Leahy, Timothy
- Bailey, Mary 15
- Mc Dowell, Seth Rich-Mackenzie, T.
- 20 Mckee, Jolene 20 Nelson, Nancy

25 Funk, Catherine 25 Mackenzie, Ward 25 Owens, Dorella

Region 5

- 5 Horlor, Carolyn Horlor, lan
- Petters, Ursula
- Leffler, Sanford Nelson, Candace
- Rose, Carole Trout, Lisa
- Doran, Mary Lee Drazba, Rebecca
- Ball, Michael 20 Barth, Emma
- Armstrong, Patricia
- Lawson, Karen 35 Page, Betsey

Region 6

- 5 Fisher, Catherine Morgan-Lees, Lindsey
- Stehr, Christopher .
- Cazier-Bunch, Linda
- Douglas, Lillian 10 Dupre', Louis
- 10 Hatley, Brenda
- 15 Babitzke, Gail 15 Cole, Balinda
- 15 Mason, Linda Jo
- 20 Elbert, Barbara Ann Kosbab, Neil
- 25 Kelly, Dennis 30 Anable, Claire
- **DSHS-Headquarters**

5 Margheim, George

- Bennett, Garv Brown, Heidi Fisher, Rebecca
- Huffman, Daniel 5 Lopez, Joan Maruyama, Mary Diann
- Montgomery, Janet Orme, Matthew
- Pape, Janice Randall, Jason 5 Richards, Kathleen
- Stephani, Cheryl Valle, Ruby Wheeler, Lois 5

5

10 Anderson, Vivica 10 Bigelow, Paul

- 10 Conant, James
- 10 Demich, Janine 10 French Jr., Abel
- 10 Garza, Olivia 10 Guyer, Stanley 10 Henderson, Linda
- 10 Larson, Reid 10 Lashway, Patricia
- 10 Leoppard, Susan 10 Morgan, Elizabeth
- 10 Richardson, Karen
- 10 Sotomish, Sarah 10 Stewart, Terry Lee
- 10 Weedon, Diane 15 Donnelly Louann
- 15 Giard, Jackie 15 Gillespie, Patrick
- 15 Ho, Son N. 15 Kingery, Debbie 15 Mc Mullen, Judith
- 15 Pelton, Pamela 15 Spencer, Rose
- Stewart, Nancy 15 Wegeleben, 15 William
- 20 Bowers, Dudley 20 Caldwell, Jeanette 20 Cleveland James
- 20 Griffin, Lynn 20 Powers. Peter
- 20 Radek, Virginia 20 Strilcov, Victor
- 20 Wells, Irene 20 Wilcox, Kathleen 25 Dokken, Marcia
- 25 Halvorson Janet Kelley, Dawna
- Shultz 25 Moody, Vianna 25 Mooney, James
- 25 Wolff, Bonnie Avers, Glenda 30 30 Ferch, Rose Marie
- 30 Little, Johna 30 Milligan, Donald 30 Noe, Marion
- 30 Nottage, Marlene 30 Payne, Betty 30 Simuel, Eltrina

30 Yates, Kathy Child Study & Treatment Center

- 10 Malidore. Kimberly
- 15 Tani, Byron

Hospital 10 De Anda, Andrew

- - Bacalzo, Heliadora Butler, Kimberley
 - 5 Cogswell, Kimberly
 - Dimico, Lisa Holmes, Elizabeth
 - Miller, Wesley Rablin, Lynette Reuthinger, Mary

10 Yugawa, Margaret Echo Glen Children's

10 Brooks, Harvey

Center

- **Fircrest School** 5 Maw. Donna
- Soriano, Jose 10 Judge, Mary
- 10 Morada, Aida 10 Penrose, Mary Ann
- 10 Vota, Kimberly 15 Haugen, Gary A.

20 Hopley, Claudine 25 Plato Marsha Frances Haddon

Morgan Center 25 Hafzalla, Girgis

25 Williams, Darrell

- **Green Hill School** 5 Blake Robert
- Swinehart, Kenneth Staiduhar, Alan Trembath, Terrence 20 Archer, Edward
- 20 Pratt. Robert **Indian Ridge Youth**

10 Trevino, Leticia

Camp

- Lakeland Village 5 Beem, Michael Johnston, Susan
- Williams, Diane 10 Boyle, Diana Marie
- Roberts, Donna
- Dunkle, Janice Graves, John
- 25 Dibartolo, Ella

- 10 Burnett, Joe 10 Butler, Earnest
- 10 Nguyen, Phuong Thi Smitten, Michael
- 10 Suppini, Carmen 10 Thorsnes, Richard
- 15 Creer, Patricia 15 Gahms, David
- 15 Powell, M. Lynette

30 Hasemann, Arcelia Yakima Valley

20 Bennet, Lezlie

20 Myers, Susan

25 Hawks, Barbara

5 Owens, Irma

School

- Penuel, Jeff
- 15 Coleman, Joann 25 Bonham, Robert

These employees celebrated service anniversaries in January 1998

Eastern State

- **Maple Lane School** 15 McNamara, Dan Bacalzo, Benjamin 20 Beale, William
 - **Mission Creek Youth** Camp
 - 5 Rohlinger, Amy
 - 10 Guidi, Gregg
 - Rainier School
 - 10 Erickson, Kimberly 10 McLaughlin, Alan
 - 15 Olive, W. Jean
 - 15 Owens, Molly 25 Martin, Grace Wright, Daren

Western State

- Hospital Brown, Gwendolyn.
- Esmeralda, Narlina Gomez, Beverly 10 Bravo, Mickle
- 10 Epistola, Rosa 10 Gordon, Kenneth 10 Kang, Kun Kyong
- 10 Velasquez, Victor 15 Cline, Odis Charles
- 15 Griffin, Myra 15 Pomerov, Linda